

# North Carolina COVID-19 Vaccine Management System (CVMS)

## Provider Portal

## Log In and Getting Started User Guide

Version 6

March 11, 2021



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the  
CVMS Help Desk Portal\* at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)

If you are in North Carolina, you can also call the COVID-19 Provider Help Center  
at (877) 873-6247 and select option 8. The COVID-19 Provider Help Center

is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday – Sunday: 10:00 AM – 6:00 PM ET

\* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

*NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)*

*For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register:  
VAC2021*

3. You will receive an e-mail with your username and temporary password to log into the portal

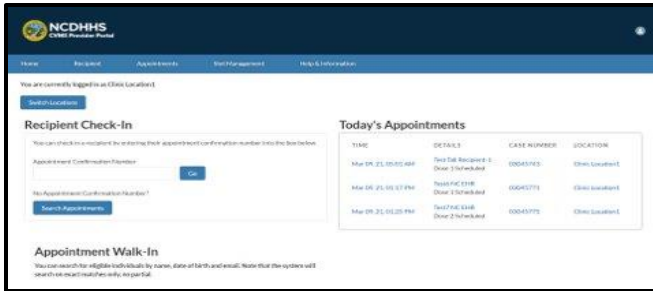
# Table of Contents

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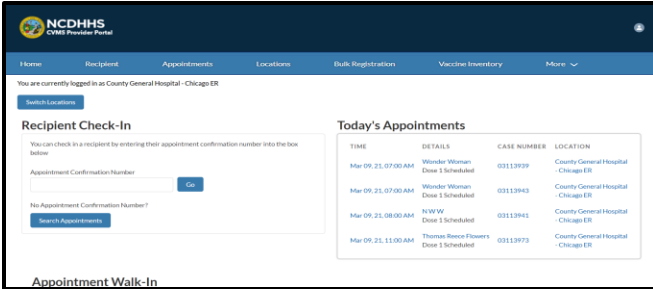
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# Log in and Getting Started with the CVMS Provider Portal

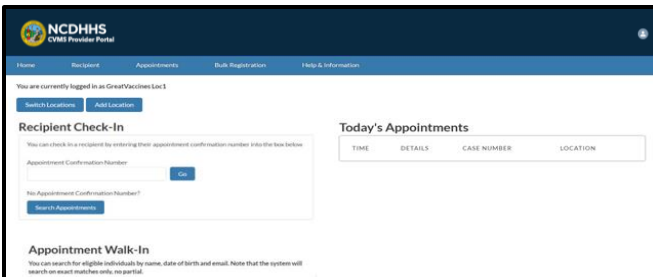
# Overview



Healthcare Provider



Healthcare Location Manager



Statewide Location Manager

The CVMS Provider Portal allows Healthcare Providers in North Carolina to manage the administration of the COVID-19 vaccine. **The CVMS Provider Portal is different than the CVMS Provider Enrollment Portal, where Healthcare Providers enroll in the NC Vaccination Program and maintain their provider agreement.**

When logging in to the CVMS Provider Portal, be sure to have your **NCID USERNAME** and **NCID PASSWORD** available. *If you do not have an NCID username, refer to the Appendix for instructions on how to create one.*

The processes included in this training are for the **Healthcare Provider, Healthcare Location Manager, and Statewide Location Managers** profiles.

For **Statewide Location Managers**, all information for the Healthcare Provider profile will apply to the Statewide Location Manager profile. The **'Add A Healthcare Provider Location'** section is only for Statewide Location Managers.

*Additionally, you will need to:*

- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers
- Access the CVMS Provider Portal at <https://covid-vaccine-provider-portal.ncdhhs.gov>

**Now, let's get started!**

# Log in to the CVMS Provider Portal

# Enter NCID Username and NCID Password

1. Navigate to <https://covid-vaccine-provider-portal.ncdhhs.gov>
2. The link to the CVMS Provider Portal will open a NCID Log-In Screen
3. Enter your **NCID username** and **NCID password**
4. Click **NCID LOGIN**
5. You are logged in to the CVMS Provider Portal

*For guidance on obtaining an NCID, refer to the Appendix of this User Guide.*

NCID Tips

NCID

Username

Password

NCID Login

[Forgot Username](#)

[Forgot Password](#)

[Unlock Account](#)

[Need Help?](#) [Register!](#)

[Privacy and Other Policies](#) [Contact Us](#)

 **WARNING:** This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.

NCC742

## Audience

Healthcare  
Provider

Healthcare  
Location Manager

Statewide  
Location Manager

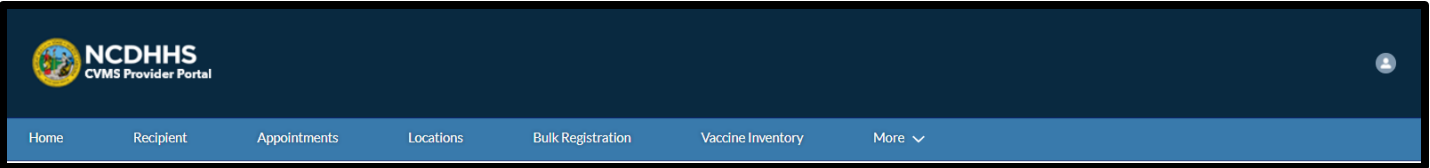
## Tips

Your NCID username must be linked to your profile prior to your first log in. Contact your Organization Administrator, Vaccine Coordinator, or Healthcare Location Manager to request to be added to one or more locations set up in the CVMS Provider Portal.

# View the CVMS Provider Portal Tabs

In the CVMS Provider Portal, **TABS** help you navigate between pages. The **TABS** you see are based on your user profile, Healthcare Location Manager, Healthcare Provider, or Statewide Location Manager.

- 1. Users with Healthcare Location Manager profile have the tabs shown below: **HOME, RECIPIENT, APPOINTMENTS, LOCATIONS, BULK REGISTRATION, VACCINE INVENTORY, SHIPMENTS, ORGANIZATION MANAGEMENT, ACCOUNT MANAGEMENT, REPORTS, and HELP & INFORMATION**



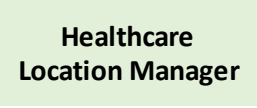
- 2. Users with Healthcare Provider profile have the tabs shown below: **HOME, RECIPIENT, APPOINTMENTS, and HELP & INFORMATION**



- 3. Users with Statewide Location Manager profile have the tabs shown below: **HOME, RECIPIENT, APPOINTMENTS, BULK REGISTRATION, and HELP & INFORMATION**



## Audience



## Tips

Learn more about managing your recipient’s appointments in the **CVMS Provider Portal Recipient Check-In User Guide**.



# Multi-Location Users Only: Select Location Using 'Switch Location' Before Proceeding

Users associated with multiple locations will have to select a location where you are operating from upon logging in to the CVMS Provider Portal.

When you log in to the CVMS Provider Portal, **please pay attention to the banner at the top of the Home page**. All of your operations in the Portal (e.g., booking appointments, logging vaccine administration) will be attributed to the location that you select. You **will not** be able to complete these task until you pick a location.

1. Click **SWITCH LOCATION**
2. Select the **LOCATION** where you will operate during the day

The screenshot displays the NCDHHS CVMS Provider Portal interface. At the top, a warning banner states: "Warning: Please click the 'Switch Location' button and select a location in order to book, view, and complete appointments." Below the navigation bar, the user is logged in as "County General Hospital - Chicago ER". A "Switch Locations" button is highlighted in the "Recipient Check-In" section. A modal window titled "Select the location to proceed:" is open, showing a table of available locations. The "TestLoc2" option is selected, and the "Submit" button is highlighted.

Location No.	Street	City	State	Country	Postal Code
TestLoc1	2110 Blue Ridge Road	Raleigh	North Carolina	USA	27606
TestLoc2	2115 Blue Ridge Road	Raleigh	North Carolina	USA	27607

## Audience

Healthcare  
Provider

Healthcare  
Location Manager

Statewide  
Location Manager

## Tips

User associated with multiple locations will have to select a location they are operating from upon logging in to the CVMS Provider Portal.

**If reconnecting after logging out, your location will have been erased and you will need to once again select the location where you are operating from.**

## Logging In to Another Location (if necessary)

At any time, you can switch to another location if you need to support another location by using the **SWITCH LOCATIONS** button.

1. Click on the **SWITCH LOCATIONS** button
2. Select the appropriate location from the list that appears and click **SUBMIT**
3. Please always confirm that your location was switched to the location of your choice by checking the location name displayed at the top of the **HOME** page

The first screenshot shows the 'Home' page of the NCDHHS CVMS Provider Portal. The user is logged in as 'County General Hospital - Chicago ER'. A red box highlights the 'Switch Locations' button. The second screenshot shows the 'Select the location to proceed:' modal. It contains a table with two locations: 'TestLoc1' and 'TestLoc2'. 'TestLoc2' is selected with a radio button. A red box highlights the 'Submit' button. The third screenshot shows the 'Home' page after switching. The user is now logged in as 'Clinic Location1'. A red box highlights the updated login status at the top of the page.

Location No.	Street	City	State	Country	Postal Code
TestLoc1	2110 Blue Ridge Road	Raleigh	North Carolina	USA	27606
<input checked="" type="radio"/> TestLoc2	2111 Blue Ridge Road	Raleigh	North Carolina	USA	27607

### Audience

Healthcare  
Provider

Healthcare  
Location Manager

Statewide  
Location Manager

### Tips

Your NCID must be associated to multiple locations to use this functionality. If you are only associated to one location, you will not be able to switch to another location.


If you have a Statewide Location Manager profile, please read **Statewide Location Manager Profile: Add a Healthcare Provider Location** at the end of this User Guide.

# Navigate the CVMS Provider Portal

# Step 1 of 11: View the CVMS Provider Portal Homepage

On the left side of the Homepage, you see **APPOINTMENT WALK-IN**, and on the right-side **TODAY'S APPOINTMENTS**.

Please note that the Date of Birth will be displayed as follows: Year – Month – Day.



HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryMore

You are currently logged in as County General Hospital - Chicago ER

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Date Of Birth

YYYY-MM-DD

Email

Search

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Mar 09, 21, 07:00 AM	Wonder Woman Dose 1 Scheduled	03113939	County General Hospital - Chicago ER
Mar 09, 21, 07:00 AM	Wonder Woman Dose 1 Scheduled	03113943	County General Hospital - Chicago ER
Mar 09, 21, 08:00 AM	NWW Dose 1 Scheduled	03113941	County General Hospital - Chicago ER

## Audience

Healthcare  
Provider

Healthcare  
Location Manager

Statewide  
Location Manager

## Tips

If inactive for 2 hours, the session will expire, and you will have to sign back into the CVMS Provider Portal. **If you are timed out, you will need to start your current action over, as the system will not save where you left off.**

# Step 2 of 11: Recipient Tab Overview

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex: John Smith) and date of birth.

Q Nicholas TestUser

Date of Birth (optional), MM/DD/YYYY

Search

Recipients within CVMS

First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Group	Recipient Dose St...	Email
Nicholas		TestUser	Feb 24, 1989	Male	Group 2	Dose 2 Administered	n.i.engebretson@acce...

Recipients from Long Term Care Facilities

First Name	Last Name	Date of Birth	Gender	Dose Number
------------	-----------	---------------	--------	-------------

The **RECIPIENT** tab shows a list of recipients whose information is in CVMS Provider Portal.

Your search results will also include any records of a recipient who received a COVID-19 vaccine dose with their long-term care facility provided by a State of North Carolina pharmacy partner.

## Audience

- Healthcare Provider
- Healthcare Location Manager
- Statewide Location Manager

## Tips

Learn more about managing your recipients in the **CVMS Provider Portal Recipient Point of Care User Guide** at <https://covid19.ncdhhs.gov/vaccines/providers/covid-19-vaccine-management-system-cvms-steps-providers>.

# Step 3 of 11: Appointments Tab Overview

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

You are currently logged in as County General Hospital - Chicago ER

Appointments

All Appointments

22 items

Cancel Appointment

Search Appointments

Search Confirmation Number

From

To

Status

Search by Name, Location, Vaccine Status

2021-03-09

--- None ---

Search

Reset

☐

Case

▼

Confirmation...

▼

Date

▼

Time

▼

Recipient Na...

▼

DOB

▼

Location

▼

Vaccine Status

▼

Status

▼

## Audience

Healthcare  
Provider

Healthcare  
Location Manager

Statewide  
Location Manager

## Tips

The appointments tab will default to show you appointments that are scheduled for the same day for the location you are logged in under.

The **APPOINTMENTS** tab shows a list of appointments in CVMS Provider Portal.

Click the Case Number to view appointment information. You can search appointments by Name, Location, Vaccine Status, or Date.

If your location enables the scheduling feature in CVMS, it is also the tab where you will check-in recipients that scheduled an appointment, cancel an appointment, or schedule a second-dose appointment.

# Step 4 of 11: Locations Tab Overview

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

New

Filter by Name

Filter by Address

Filter by Start Date

Filter by End Date

Location Name	Account	Address	Start Date	Closing Date	
<a href="#">County General Hospital - Popup Location</a>	<a href="#">County General Hospital - Chicago ER</a>	11 W Jones St, Raleigh, North Carolina 27607	03/04/2021	04/10/2021	

## Audience

Healthcare  
Location Manager

## Tips

Learn more about using the CVMS Scheduling tool to manage appointments in the **CVMS Provider Portal Managing Vaccine Site Locator and Appointment Scheduling User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#)

The **LOCATIONS** tab can be used to list your location’s details on the vaccine site locator (<https://myspot.nc.gov>), and to share your scheduling website to recipients. You can also create additional locations to list on the vaccine site locator (e.g., a community vaccination event covered by your entity). Finally, your location record links to the scheduling feature in CVMS if your location elects to use CVMS Scheduling, so that recipients can use CVMS to book future appointments at the Provider’s location.

**Note:** This tab will only be available if you have the Healthcare Location Manager profile.

# Step 5 of 11 Bulk Registration Tab Overview

HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryMore

Low Volume (100)High Volume (5,000)

Recipient Upload

If you're uploading 100 employees or less, upload file here.

Drag and Drop CSV file here

Total number of records: 12

Search this list...

First NameLast NameDate of BirthEmail

The **BULK REGISTRATION** tab allows you to upload a list of recipients and generate their invitation to register in the COVID-19 Vaccine Portal to receive a COVID-19 vaccine.


## Audience

Healthcare  
Location Manager

Statewide  
Location Manager

## Tips

Learn more about uploading your eligible employees or individuals to invite them to register for the COVID-19 vaccine in the **CVMS Provider Portal Recipient Bulk Upload User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#).



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## Step 6 of 11: Vaccine Inventory Tab Overview

Home Recipient Appointments Locations Bulk Registration **Vaccine Inventory** More ▾

Scan or type a barcode Add Waste Insufficient Quantity Inbound Transfer Outbound Transfer

Vaccine Inventories Recently Viewed ▾

0 items • Updated a few seconds ago Search this list...

Vaccine Inv... ▾	Product Na... ▾	Usage (First... ▾	Lot ▾	Total Doses ▾	Doses Avail... ▾	Doses Admi... ▾	Extra Doses ▾	Account Na... ▾	Date Recei... ▾
------------------	-----------------	-------------------	-------	---------------	------------------	-----------------	---------------	-----------------	-----------------

The **VACCINE INVENTORY** tab is used to manage your COVID-19 vaccine inventory.

1. To pin a list view, click . The pinned list view will then load as the default list view.
2. Click the header for the field column you want to sort by. An arrow appears indicating how the list is sorted: from the column's first record (alphanumerically) or its last (Down Sort icon).
3. Type your query into the search bar and press Enter. Click in the bar to check which fields are searchable.

**Note:** This tab will only be available if you have the Healthcare Location Manager profile.

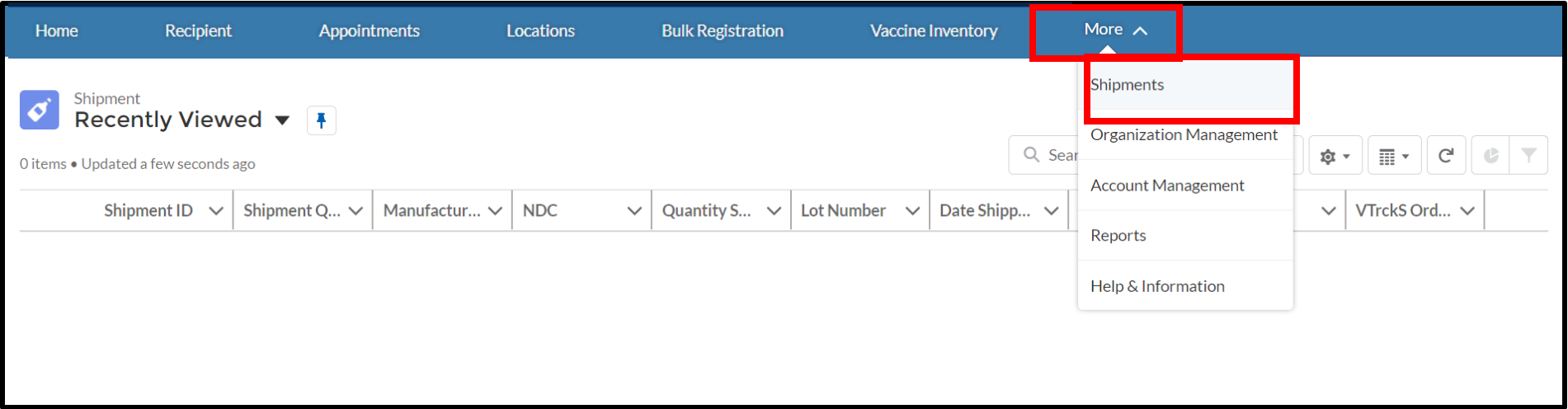
### Audience

Healthcare  
Location Manager

### Tips

Learn more about managing your COVID-19 vaccine inventory in the **CVMS Provider Portal Receiving and Processing Vaccine Shipments User Guide** and in the **CVMS Provider Portal Vaccine Inventory Deprecation, Transfer and Redistribution User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#).

# Step 7 of 11: Shipments Tab Overview



- 1. The **SHIPMENTS** tab allows you to see your location’s COVID-19 vaccine shipment information
- 2. To pin a list view, click . The pinned list view will then load as the default list view.
- 3. Click the header for the field column you want to sort by. An arrow appears indicating how the list is sorted: from the column’s first record (alphanumerically) or its last (Down Sort icon).
- 4. Type your query into the search bar and press Enter. Click in the bar to check which fields are searchable.

**Note:** This tab will only be available you have the Healthcare Location Manager profile.

## Audience

Healthcare  
Location Manager

## Tips

Learn more about administrating your COVID-19 vaccine inventory in the **CVMS Provider Portal Receiving & Processing Vaccine Inventory Shipments User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#).

# Step 8 of 11: Organization Management Tab Overview

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More ^

Shipments

Organization Management

Account Management

Reports

Help & Information

New Org Point of Contact

Accounts

All Business Accounts

Name

Industry

All

ACCOUNT NAME

INDUSTRY

PHONE

ADDRESS

The **ORGANIZATION MANAGEMENT** tab allows you to invite essential workers’ organizations to connect to CVMS. Once invited, these organizations can access the CVMS Organization Portal where they will be allowed to upload their list of eligible recipients. These recipients will then be able to register in the COVID-19 Vaccine Portal, saving time when they go to receive their first dose of the COVID-19 vaccine.

## Audience

Healthcare  
Location Manager

## Tips

Learn more about Organization management in the **CVMS Provider Portal Organization Management User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#).

# Step 9 of 11: Account Management Tab Overview

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More ^

Search by Contact's Name or NCID

Q Search by Contact's Name

Or

Q Search by Contact's NCID

Search

Reset

Add Member

Name	Email	Title	NCID	Direct Account Name	Active
<a href="#">Kechia Scott</a>	kechia.scott@accenture.c...	Location Manager	kscott_training	County General Hospital ...	Yes
<a href="#">Kristin Clark</a>	kristin.r.clark@accenture....	Location Manager	kristin.r.clark2	County General Hospital ...	Yes

Shipments

Organization Management

Account Management

Reports

Help & Information

The **ACCOUNT MANAGEMENT** tab allows you to create user accounts. You can enter their NCID username and expected role for the location you are logged in under.

## Audience

Healthcare  
Location Manager

## Tips

Learn more about Account Management in the **CVMS Provider Portal User Account Management User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#).

# Step 10 of 11: Report Tab Overview

HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryMore ^

For assistance with field definitions for the Reports below, please visit the Help & Information tab and view the Dictionary for Provider Reports help article

ReportsAll Reports7 items

REPORTS

Recent

Created by Me

Private Reports

All Reports

FOLDERS

All Folders

Created by Me

Shared with Me

Report Name	Description	Folder	Created By	Created On
HCLM EHR Error Report		2489 Reports	George Jaramillo	2/14/2021, 8:53 PM
HCP Healthcare Roles	This report identifies all users and associated roles at the location of the logged in user.	Provider Reports	George Jaramillo	1/31/2021, 8:30 PM
Inventory Summary of /	This report allows users to view their location(s) vaccine inventories. Includes expected "Usage" (1st vs. 2nd) details & Doses	Provider Reports	Kevin Krenk	3/9/2021, 10:21 AM

## Audience

Healthcare  
Location Manager

## Tips

Learn more about reporting in the **CVMS Provider Portal Reports User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#).

The **REPORTS** tab is used to access your COVID-19 vaccine reports. Click on **ALL REPORTS** to access the prepackaged reports available to you.

**Note:** This tab will only be available if you have the Healthcare Location Manager profile.

# Step 11 of 11: Help and Information Tab Overview

HomeRecipientAppointmentsLocationsBulk RegistrationVaccine InventoryMore ^

Top Articles

General Information

No articles are associated with this topic right now.

Frequently Asked Questions

No articles are associated with this topic right now.

Dictionary For Providers

No articles are associated with this topic right now.

Shipments

Organization Management

Account Management

Reports

Help & Information

The **HELP & INFORMATION** tab allows you to see Frequently Asked Questions and General Information about the CVMS Provider Portal. You will also be able to access the PDF version of the COVID-19 Vaccine Registration Form.

## Audience

- Healthcare Location Manager
- Statewide Location Manager

## Tips

Learn more about finding support in the **CVMS Provider Portal Accessing Help Resources User Guide** at [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#).

# Statewide Location Manager Profile: Access Additional Locations

# Step 1 of 3: click on ADD LOCATION

If you are a Statewide Location Manager, you can add new locations to the list of locations for you to select you are operating from by clicking the **ADD LOCATION** button.

- 1. Click on the **ADD LOCATION** button

## Audience

Statewide  
Location Manager

Home

Recipient

Appointments

Bulk Registration

Help & Information

You are currently logged in as GreatVaccines Loc1

Switch Locations

Add Location

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

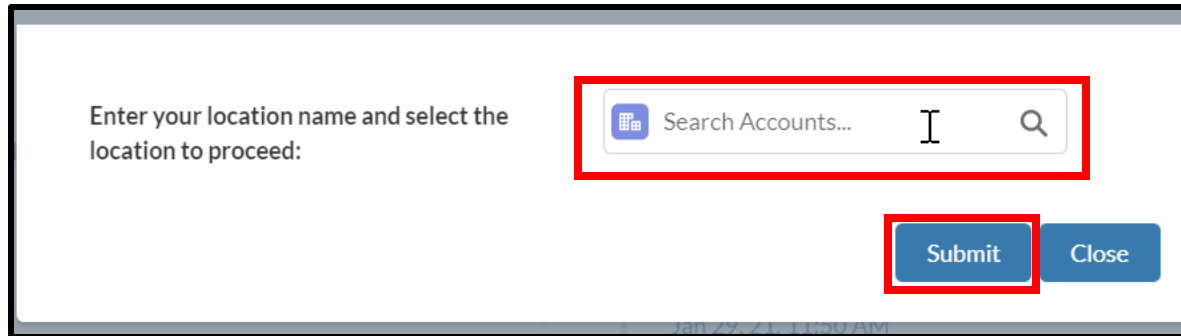
Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.



## Step 2 of 3: Search and select the location

1. Search for the location name you wish to add (type the first 3 letters to display the list of locations that starts with that 3 letters)
2. Click on the name of the location you wish to add in the list of search results
3. Click **SUBMIT**



Enter your location name and select the location to proceed:

Search Accounts...

Submit Close

The screenshot shows a web interface for searching locations. It includes a text input field with a magnifying glass icon and a red border. Below the input field are two buttons: 'Submit' and 'Close', both with red borders. The text 'Enter your location name and select the location to proceed:' is displayed to the left of the input field.

### Audience

Statewide  
Location Manager

# Step 3 of 3: Switch to the newly added location

- 1. Click on the **SWITCH LOCATIONS** button
- 2. Select the newly added location you wish to login in as
- 3. Click **SUBMIT**

Audience

Statewide  
Location Manager

Home

Recipient

Appointments

Bulk Registration

Help & Information

You are currently logged in as GreatVaccines Loc1

Switch Locations

Add Location

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
------	---------	-------------	----------

Home

Recipient

Appointments

Bulk Registration

Help & Information

You are currently logged in as GreatV

Switch Locations

Add Location

Select the location to proceed:

Location No.	Street	City	State	Country	Postal Code
TestLoc1	2110 Blue Ridge Road	Raleigh	North Carolina	USA	27606
TestLoc2	2111 Blue Ridge Road	Raleigh	North Carolina	USA	27607

Submit

Close

Recipient Check-In

You can check in a recipient by enteri

Appointment Confirmation Number

No Appointment Confirmation Num

Search Appointments

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

# Appendix

# How to Obtain an NCID

## Instructions for a user to create an NCID username:

1. Navigate to <https://ncid.nc.gov/>
  2. Click **Register!** (in the bottom right corner of the blue box)
  3. Click **Business** user type option
  4. Complete the required fields to create an NCID
  5. Follow the steps to access your NCID account **and** create your security questions
  6. Once created, you will need to provide the exact first name, last name, email address, and NCID username that you used to create your Business NCID account to the designated Healthcare Location Manager for your location so they can request access to the CVMS Provider Portal for you.
  7. Once access has been granted by NCDHHS, you will be sent an email to notify you that you are able to log in to the CVMS Provider Portal.
- If you have any questions **or need assistance in identifying the Healthcare Location Manager for your location**, please submit all inquiries to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine).

NCID Tips

NCID

Username

Password

NCID Login

Forgot Username  
Forgot Password  
Unlock Account

Need Help?

Register!

Privacy and Other Policies





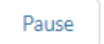
Contact Us

WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action. NCC742

# Additional Notes

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## Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- **\* Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

## Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine).

## Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more details on supported browsers, see [https://help.salesforce.com/articleView?id=getstart\\_browsers\\_sfx.htm&type=5](https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5)
- Note: Internet Explorer and Edge (Non-Chromium) browsers are not supported.

# User Guide Change Log

Version	Date	Changes Made	Impacted Slides	Author
1	12/10/2020	<ul style="list-style-type: none"> <li>Uploaded the first version of the PPT</li> </ul>	ALL	Training Team
2	1/10/2021	<ul style="list-style-type: none"> <li>Removed any mention of the 2 CVMS Help Desk emails</li> <li>Added Service Now Portal information</li> <li>Screenshot of new bulk upload added</li> </ul>	1, 2, 12, 20, 21	Courtney Seward
3	1/15/2021	<ul style="list-style-type: none"> <li>Updated navigation bars for both CVMS Provider Profiles</li> <li>Updated Recipient Tab search feature</li> </ul>	11, 17	Azalea Troche
4	2/1/2021	<ul style="list-style-type: none"> <li>Updated the screen shots for Location manager to show reports tab on nav bar</li> <li>Added Statewide Profile content</li> <li>Added Reports tab content and Appointments tab content</li> </ul>	8,11,12,13,14,15,16,17, 24	Kristin Clark; Tabitha McKelvy
5	2/12/2021	<ul style="list-style-type: none"> <li>Add Slides for Account Management and Organizational Management</li> <li>Added session expired tip</li> <li>Added multi locations slide</li> <li>Updated screen shots of the expanded more tabs list</li> </ul>	9-10, 18-21	Kristin Clark
6	3/11/2021	<ul style="list-style-type: none"> <li>Added Locations tab slide</li> <li>Changed Scheduling tab to show Locations tab</li> <li>Updated all nav bars for location manager</li> <li>Updated screen shots to show Recipient Check In component</li> </ul>	14, 15	Kristin Clark